



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Special Projects Manager
<b>LOCATION:</b>	Newlon House, Hale Village N17 and various other locations
<b>ANNUAL SALARY:</b>	£63,781 per annum plus up to 5% performance related bonus
<b>REPORTING TO:</b>	Head of Special Projects
<b>RESPONSIBLE FOR:</b>	1 Special Projects Officer

## B MAIN OBJECTIVES

The Special Projects Manager will be responsible for the development, management and control of major remedial works projects, with a strong focus on both internal and external fire safety. To provide Newlon and its customers with a cost effective, high quality, customer focussed major defects rectification programme.

## C SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards
1	To assist and support the Assistant Director in leading a programme of major remedial works projects.	<ul style="list-style-type: none"><li>• Assist with the planning, development, implementation and monitoring of a remedial works programme for major building defects.</li><li>• Assist in establishing and managing an overarching programme of projects, to include all fire safety related major works projects.</li><li>• Assist in creating a strong internal and external customer focus in programme delivery.</li></ul>
2	To successfully project manage individual remedial works packages to individual buildings.	<ul style="list-style-type: none"><li>• To coordinate and report proposed technical solutions and strategies to mitigate identified major defects.</li><li>• Plan, implement and monitor remedial works projects.</li><li>• Identify and mitigate project risks through appropriate operational plans.</li><li>• Build, develop and effectively manage multi-disciplinary project teams to deliver major works projects.</li><li>• Recruit internal and external team members and ensure they are adequately briefed.</li><li>• Ensure project teams are effectively managed and motivated with clear goals and objectives.</li></ul>

		<ul style="list-style-type: none"> <li>• Regular meetings held and effective supervision undertaken using Newlon's policies and procedures.</li> <li>• Good communications by project teams internally and externally.</li> <li>• All works must meet or exceed the various standards and Regulations.</li> </ul>
3	To liaise with residents and stakeholders on major defects projects, including dealing with complaints.	<ul style="list-style-type: none"> <li>• Act as lead person in managing and co-ordinating the programmes and projects across the organisation.</li> <li>• Implement the agreed communications strategy in consultation with other senior staff, including liaison with internal and external stakeholders.</li> <li>• Liaise with residents through a variety of channels, including as necessary holding surgeries and producing newsletters, to ensure timely information is provided.</li> <li>• Liaise with Commercial units within our buildings as required.</li> <li>• Manage any necessary resident access requirements and decants to facilitate the works, including liaising with the Lettings and Enforcement Teams.</li> <li>• Respond to customer complaints promptly and within SLA.</li> <li>• Complaints resolved to customers satisfaction wherever possible.</li> <li>• Minimise litigation and compensation through proactive and effective liaison with customers.</li> </ul>

4	To procure and manage construction and service contracts for Consultants and Contractors for major defect projects.	<ul style="list-style-type: none"> <li>• Procurement policies and procedures followed.</li> <li>• Monitor and manage time, cost and quality of works programmes to ensure they are delivered to time, cost and quality.</li> <li>• Hold regular performance monitoring meetings with all major suppliers.</li> <li>• Robust contracts in place for core works and services.</li> <li>• Contracts effectively and proactively administered, with orders and invoices processed accurately and in a timely fashion.</li> <li>• Performance is monitored, reported and challenged where necessary.</li> <li>• Best value obtained from contracts for Newlon and its residents.</li> <li>• Ensure that at contract completion that the Contractors pass over the complete O&amp;M manuals including the H&amp;S file, as well as carry out any necessary demonstration exercises with Newlon staff/concierge and Residents to ensure that Residents fully understand how any remedial and fire safety installations operate at maximum efficiency.</li> </ul>
5	To achieve a high quality cost effective project delivery for Newlon and its residents.	<ul style="list-style-type: none"> <li>• Clear and accurate project and contract performance information available, including KPIs.</li> <li>• Compliance performance and action plans monitored and agreed works programmes delivered.</li> <li>• Property, compliance and repair records are regularly updated and current.</li> <li>• Accurate budget estimates and cash flows are prepared.</li> <li>• Budgetary control and reporting is effective.</li> <li>• Clear focus on providing good quality solutions at the best possible value.</li> </ul>

6	To ensure that exposure to risk from a Health and Safety or Statutory Compliance failure is minimised.	<ul style="list-style-type: none"> <li>• To keep up to date with changes in legislation and recognised good practice in construction.</li> <li>• Provide expert advice on health and safety issues arising from major defects and their rectification works.</li> <li>• Monitor health and safety performance of contractors and ensure they are compliant with legislation and Newlon's procedures.</li> <li>• With other members of the senior property management team ensure compliance with all statutory health and safety duties.</li> <li>• Carry out all obligations relevant to your role under the internal procedure.</li> </ul>
7	To be part of Newlon's Property management team.	<ul style="list-style-type: none"> <li>• Fully participate in property team meetings.</li> <li>• Preparing or contribute to service improvement plans and strategies.</li> <li>• To assist in setting budgets and making bids for funding.</li> <li>• Writing or contributing to Executive, Board and Committee reports.</li> </ul>
8	To contribute to maintaining an effective work-place.	<ul style="list-style-type: none"> <li>• All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to.</li> <li>• Newlon Gold values of customer service (responding to requests, being clear and checking you got it right) applied to internal and external customers.</li> <li>• Objectives of reliability, consistency, speed and awareness built into all activities.</li> <li>• Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities.</li> <li>• Collaboration across teams actively promoted at all times.</li> </ul>

9	To manage and develop others.	<ul style="list-style-type: none"> <li>• Follow clear policies whilst managing a member of the team.</li> <li>• Give direction to staff while using SMART objectives.</li> <li>• Assist in developing knowledge and skills of staff, allowing them to become valued key members of the team and Organisation.</li> <li>• Hold formal 1-2-1 sessions and appraisals.</li> <li>• Work with our HR team where required in cases of non-performance.</li> </ul>
No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.		